

WEB-BASED METHOD AND SYSTEM FOR  
PROVIDING EXPERT INFORMATION ON  
SELECTED MATTERS

ABSTRACT OF THE DISCLOSURE

[0063] A method for providing expert information from a pool of experts using a server system coupled to a centralized database and at least one client system is provided. The database stores expert information relating to each expert within the pool of experts. The method includes displaying information on the client system identifying alternative paths for assistance to the user, receiving a request from the client system based on an alternative path selected by the user, accessing a database within the server system comprising a pool of experts, cross-referencing user information with expert information, displaying expert information including expert availability information on the client system through an applet downloaded from the server system when a user calls upon an expert to seek assistance, and contacting the expert based on user selected expert information inputted into the client system.